



10 ADMINISTRATION

Effective: 6/1/96

10.13 Technical Assistance and Follow-up

Revised: 05/01/03

POLICY: Regional Office Nutrition Consultants and Milwaukee County WIC Office staff will provide local WIC projects with follow-up to required action(s) detected during the local agency monitoring reviews and provide technical assistance and consultation to local projects as needed.

PROCEDURE:

A. FOLLOW-UP

Follow-up contacts are required for past non-compliance with federal regulations and state policies.

1. This may be accomplished with a telephone call, written correspondence, conversation at a meeting, or an on-site consultation/technical assistance visit.
2. A written report using the “Technical Assistance/Follow-Up Visit Report”, is required. See Attachment.

B. CONSULTATION AND TECHNICAL ASSISTANCE

Consultation and technical assistance will be provided consistently to local projects statewide.

1. The “WIC Program Self Assessment Tool” will be shared with local projects as needed, usually at the beginning of the fiscal year (or when made available) and reviewed during the performance review visit or at a separate technical assistance visit.
2. Technical assistance/consultation is also planned from needs identified through a previous review process, and/or more current indicators (e.g., staff turnover, policy changes, project request, new project, etc.).
3. Potential technical assistance activities may include: file review (or a project completed file review will be reviewed), review of project statistics, staffing patterns, clinic flow, etc.

C. DOCUMENTATION

1. The Regional Public Health Nutrition Consultant or Milwaukee County WIC Office staff are required to complete a written report (“Technical Assistance/Follow-Up Visit Report”) after a contact which follows up on required



actions(s) determined during the local project monitoring. This is due within 20 working days of the contact.

2. A written report is recommended with issues of significance and/or when it would be advantageous to provide documentation.
3. Milwaukee County WIC Office staff and SERO Regional Office Nutrition Consultants will provide each other with copies of Technical Assistance/Follow-Up Visit Reports.
4. A copy of any written reports will be sent to the Central Office and retained for three full fiscal years.

ATTACHMENTS

Technical Assistance/Follow-Up Visit Report